



NOV 18 2002

Dear Tribal Leader:

I invite you to review and comment on the enclosed "Transitions 2002: A Business Plan." This Plan was prepared for the Indian Health Service (IHS) by the Business Plan Workgroup (BPW). The BPW is a constituent-dominated group of 25 Indian health leaders: Tribal Leaders, representatives from Tribal and urban Indian health programs and national Indian organizations, and IHS employees. I am distributing the Business Plan throughout Indian Country for review and commentary.

The BPW's Business Plan contains strategies and an action plan to guide the IHS toward a business model that will enhance and improve the delivery of health care to American Indians and Alaska Natives. The Plan includes strategies and actions that will concentrate on revenue generation, customer service, partnerships, and the improvement of administrative and health care operations.

Before any recommendation that significantly affects the Indian health care system is adopted, representative views from Indian Country will be considered. We are completely committed to working collaboratively with Tribes, Indian health organizations, and the American Indian and Alaska Native people to advance their health to the highest possible level. Please mail your comments to Ms. Ann Church, Office Assistant, Office of Management Support, 801 Thompson Avenue, Rockville, MD 20852, or e-mail them to Ann.Church@mail.ihs.gov by December 10, 2002.

Your time and diligent efforts have been critical to the strides we have made together toward improving the health status of American Indian and Alaska Native people. I anticipate that our continuing collaborations will augment this process.

Sincerely yours,

A handwritten signature in cursive that reads "Charles W. Grim, DDS".

Charles W. Grim, D.D.S., M.H.S.A.
Assistant Surgeon General
Interim Director

Enclosure